



THE KEY TO A GOOD LIFE IS A GREAT PLAN  
**HealthTALK**

Such services are funded in part with the State of New Mexico.



### What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



## Take care

You can avoid the emergency room.

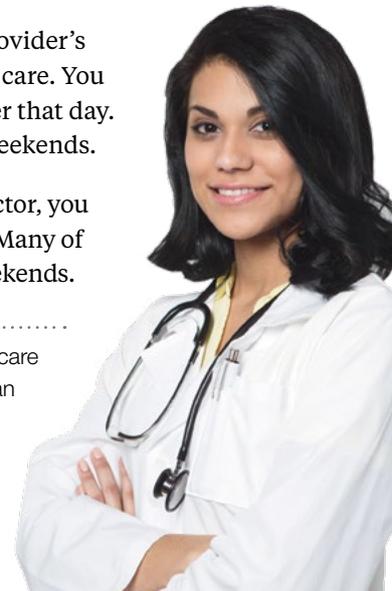
When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-488-7038 (TTY 711)**.



United Health Group  
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FIRST CLASS U.S. POSTAGE

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# Ask Dr. Health E. Hound

**Q: Why does my baby need to see the doctor so often?**

**A:** Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider (PCP). By age 2, your child should have 10 well-baby visits. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).

Well-baby visits help the provider get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **Growth checks:** Your child will be weighed and measured.
- **Tests:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **Screenings:** Your child's vision, hearing, and development will be checked.
- **Shots:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

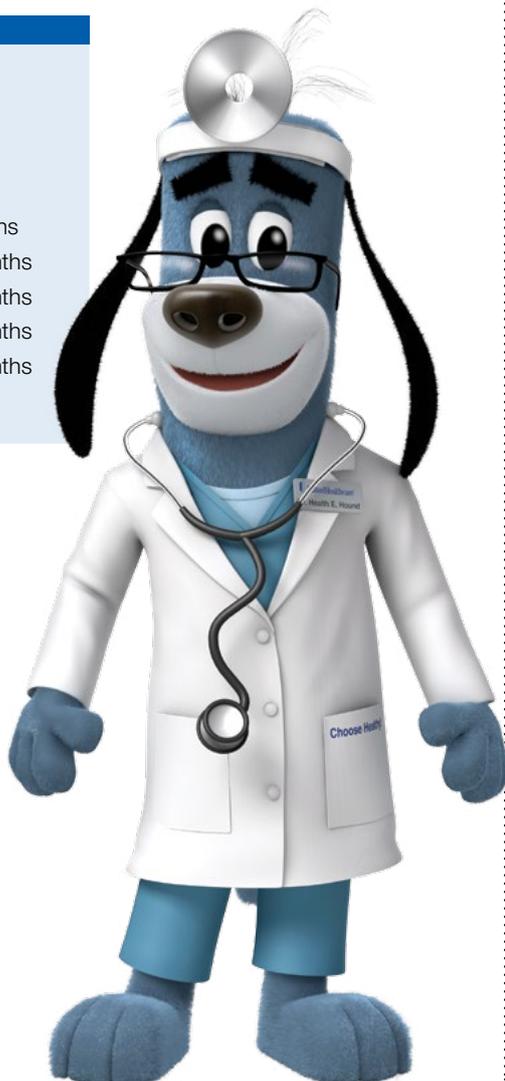
## When to go

Ages for well-baby visits are:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months



**Need a PCP?** You can change your child's PCP at any time. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan), or call Member Services toll-free at **1-877-236-0826 (TTY 711)**.



## Crush the can

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks, and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.



**Visit KidsHealth.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit **KidsHealth.org** for information on these topics and much more.

# See here

## Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.

 **We can help.** If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free at **1-877-236-0826 (TTY 711)**.



## Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.

 **Look it up.** Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at **1-877-236-0826 (TTY 711)**.

## Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI

 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-877-236-0826 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language. Request copies of the Member Handbook or provider directory be mailed to you (toll-free).

**1-877-236-0826 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-877-488-7038 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**National Domestic Violence Hotline** Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233 (TTY 1-800-787-3224)**

**Crisis and Access Line** You or a loved one experiencing an emotional crisis can find help 24 hours a day, seven days a week.

**1-855-NMCRISIS (1-855-662-7474)**

**[NMCrisisLine.com](http://NMCrisisLine.com)**

**Peer to Peer Warmline** A phone number anyone can call to talk to someone who has “been through it.” This is non-crisis telephonic support.

**1-855-4NM-7100 (1-855-466-7100)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW**

**(1-800-784-8669) (TTY 711)**

**The Trevor Hotline** Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender, and questioning youths, 24/7 (toll-free).

**1-866-488-7386 (TTY 711)**

**KidsHealth** Get reliable information on health topics about and for children and teens.

**[KidsHealth.org](http://KidsHealth.org)**

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

# Your partner in health

## See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



**Need a doc?** You can change your PCP at any time.

To find a new PCP, visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**, or call Member Services toll-free at **1-877-236-0826 (TTY 711)**.

